CLAIMS

What is claimed is:

Sub A3

1. A method comprising:

receiving a plurality of task data indicating a plurality of tasks and a plurality of agent data indicating a plurality of agents;

storing the task data and the agent data in a database system; and

assigning respective tasks of the plurality of tasks to at least one of the agents according to workflows.

2. The method of Claim 1 wherein the receiving comprises:

receiving the task data from a plurality of sources.

3. The method of Claim 2 wherein the plurality of sources comprise heterogeneous media switches.

4. The method of Claim 3 wherein each of the heterogeneous media switches is from a group consisting of electronic mail systems, internet live text systems, internet voice transmission systems, telephonic voice systems, telephonic facsimile systems, and voice mail systems.

5. The method of Claim 1 wherein the receiving of the plurality of agent data comprises:

receiving status messages from the plurality of agents.

6. The method of Claim 5 wherein the status messages designate either busy or available.

7. The method of Claim 5 wherein the status messages provide an agent availability data.

8. The method of Claim 7 wherein the agent availability data comprises any one of the group including whether the agent is busy, is available, accepts a first type of task, declines a second type of task, multi-tasks, or accepts a task upon a system overloaded condition.

9. The method of Claim 8 wherein the system overloaded condition is workflow defined.

10. The method of Claim 1 wherein the database system comprises:

at least one volatile memory database and at least one writeable medium database.

11. The method of Claim 10 wherein the volatile memory database and the writeable medium database are synchronized.

12. The method of Claim 1 wherein the workflows are user definable.

13. The method of Claim 1 wherein the assigning comprises:

executing a task queued work flow responsive to receiving the task data; and

executing an agent availability workflow responsive to receiving the agent data.

14. The method of Claim 13 wherein the executing of the task queued work flow comprises:

storing the task data as a task entry in the database system;

identifying a first agent of the plurality of agents to handle a first task of the plurality of tasks; and

assigning the first agent the first task.

15. The method of Claim 14 wherein the identifying comprises:
searching the database system for an agent entry meeting defined criteria.

16. The method of Claim 15 wherein the assigning comprises:
notifying the first agent to handle the first task; and
receiving a response from the first agent either accepting or declining the first task; and
if the first agent accepts the first task, updating the database system.

17. The method of Claim 16 wherein the updating of the database system comprises:
modifying the task entry and the agent entry.

18. The method of Claim 13 wherein the executing of the agent availability workflow comprises:
storing the agent data as an agent entry in the database system;
identifying a first task of the plurality of tasks to be handled by a first agent of the plurality of agents; and
assigning the first task to the first agent.

19. The method of Claim 18 wherein the identifying comprises:
searching the database system for a task entry meeting defined criteria.

20. The method of Claim 19 wherein the assigning comprises:
notifying the first agent to handle the first task; and
receiving a response from the first agent either accepting or declining the first task; and
if the first agent accepts the first task, updating the database system.

21. The method of Claim 20 wherein the updating the database system comprises:

modifying the task entry and the agent entry.

22. A system comprising:

a blending engine coupled to a plurality of media switches such that the blending engine receives a plurality of task data from the plurality of media switches;

a plurality of agent workstations coupled to the blending engine such that the agent workstations provide a plurality of agent data to the blending engine, and the blending engine provides a plurality of task assignments to the agent workstations.

23. The system of Claim 22 further comprising:

a blending database coupled to the blending engine such that the blending engine and the blending database exchange the agent data and the task data; and

a workflow manager coupled to the blending database and the blending engine such that the workflow manager:

accesses the blending database,

executes workflows, and

communicates the task assignments to the blending engine.

24. The system of Claim 23 wherein:

each media switch comprises an adapter coupled to a media specific queue; and

each media specific queue is coupled to the blending engine.

25. The system of Claim 23 wherein:

each media switch provides at least one connection to one of a group comprising an electronic mail system, an internet live text system, an internet

voice transmission system, a telephonic voice system, a telephonic facsimile system, and a voice mail system.

26. The system of Claim 23 wherein:

each agent workstation comprises a desktop helper; and

each desktop helper is coupled to the blending engine via a blending engine queue.

27. The system of Claim 23 wherein the blending database comprises at least one volatile memory database synchronized with at least one writeable medium database.

28. The system of Claim 27 wherein the blending database stores a plurality of task entries and a plurality of agent entries.

29. The system of Claim 28 wherein the volatile memory database is a superset of the writeable medium database.

30. The system of Claim 28 wherein the volatile memory database stores a blending engine queue data and a plurality of media specific queue data.

31. The system of Claim 28 wherein the accesses the blending database comprises:

reading the task entries and the agent entries.

32. A machine readable medium having stored thereon instructions which when executed by a processor cause the machine to perform operations comprising:

receiving a plurality of task data indicating a plurality of tasks and a plurality of agent data indicating a plurality of agents;

storing the task data and the agent data in a database system; and

assigning respective tasks of the plurality of tasks to at least one of the agents according to workflows.

33. The machine readable medium of Claim 32 wherein receiving comprises:

receiving the task data from a plurality of sources.

34. The machine readable medium of Claim 33 wherein the plurality of sources comprise heterogeneous media switches.

35. The machine readable medium of Claim 34 wherein each of the heterogeneous media switches is from a group consisting of electronic mail systems, internet live text systems, internet voice transmission systems, telephonic voice systems, telephonic facsimile systems, and voice mail systems.

36. The machine readable medium of Claim 32 wherein the receiving a plurality of agent data comprises:

receiving status messages from the plurality of agents.

37. The machine readable medium of Claim 36 wherein the status messages designate either busy or available.

38. The machine readable medium of Claim 36 wherein the status messages provide an agent availability data.

39. The machine readable medium of Claim 38 wherein the agent availability data comprises any one of the group including whether the agent is busy, available, accepts a first type of task, declines a second type of task, multi-tasks, or accepts a task upon a system overloaded condition.

40. The machine readable medium of Claim 39 wherein the system overloaded condition is workflow defined.

41. The machine readable medium of Claim 32 wherein the database system comprises:

at least one volatile memory database and at least one writeable medium database.

42. The machine readable medium of Claim 41 wherein the volatile memory database and the writeable medium database are synchronized.

43. The machine readable medium of Claim 42 wherein the workflows are user definable.

44. The machine readable medium of Claim 42 wherein the assigning comprises:

executing a task queued work flow responsive to receiving the task data; and

executing an agent availability workflow responsive to receiving the agent data.

45. The machine readable medium of Claim 44 wherein the executing a task queued work flow comprises:

storing the task data as a task entry in the database system;

identifying a first agent of the agents to handle a first task of the plurality of tasks; and

assigning the first agent the first task.

46. The machine readable medium of Claim 45 wherein the identifying comprises:

searching the database system for an agent entry meeting defined criteria.

47. The machine readable medium of Claim 46 wherein the assigning comprises:

notifying the first agent to handle the first task; and

receiving a response from the first agent either accepting or declining the first task; and

if the first agent accepts the first task, updating the database system.

48. The machine readable medium of Claim 47 wherein the updating the database system comprises:

modifying the task entry and the agent entry.

49. The machine readable medium of Claim 44 wherein the executing an agent availability workflow comprises:

storing the agent data as an agent entry in the database system;

identifying a first task of the plurality of tasks to be handled by a first agent of the plurality of agents;

assigning the first task to the first agent.

50. The machine readable medium of Claim 49 wherein the identifying comprises:

searching the database system for a task entry meeting defined criteria.

51. The machine readable medium of Claim 50 wherein the assigning comprises:

notifying the first agent to handle the first task; and

receiving a response from the first agent either accepting or declining the first task; and

if the first agent accepts the first task, updating the database system.

52. The machine readable medium of Claim 51 wherein the updating the database system comprises:

modifying the task entry and the agent entry.